

Correspondence Guidelines

The Secretary's Office has decided to change the format of the correspondences being sent out for the Secretary's signature.

The following changes will be implemented effective **Monday, January 24, 2011**.
(Please do not change any letters already in process.)

- Font will be Aerial 11
- Block Style (everything to the left hand side margin including date and closing)
- Subject line to describe content of letter
- All paragraphs to be justified on right hand side
- Single space or double space after each sentence will be acceptable
- Routine Instructions:
 - Include Envelope
 - cc appropriate staff member(s) and Board member(s) and include titles
 - If legislative member, please cc Susan Coward and Beau Memory

On the next page is an example of what the letter should look like.

Please also remember that all correspondences from citizens are due back within **10 days** of receipt.

New Guideline – All correspondences from elected officials are due back within **5 days** of receipt.

In the event that you cannot meet these deadlines, please process an interim letter as soon as possible so that the constituents know the Department has received their correspondence.



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

BEVERLY EAVES PERDUE

GOVERNOR

1501 MAIL SERVICE CENTER, RALEIGH, N.C. 27699-
1501

EUGENE A. CONTI, JR.

SECRETARY

Date

Name
Address
Address

Subject: (Do not use all caps)

Dear XXX:

BODY OF LETTER WITH RIGHT HAND JUSTIFICATION

Sincerely,

Eugene A. Conti, Jr.

EAC/____

Attachment(s)/Enclosure(s)

cc: _____